



05/12/2011

DAVID DEWEESE & ANNE HELLER

PO BOX 168
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Old Chatham Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the Old Chatham Post Office should be pursued, a formal proposal will be posted in the East Chatham Post Office and Old Chatham Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992

IF YOU KNEW OUR ADDRESS, 87 ASHLEY HILL RD.,
YOU WOULD KNOW THAT THERE IS NO CARRIER
SERVICE ON THIS ROAD. NONE.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the OLD CHATHAM Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Price chopper



Personal needs

See kids



Banking

Bank of America



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes

☐ No

If yes, would you continue to use them if the Post Office is discontinued?



Yes

☒ No

Name:

Darryl JACKSON

Address:

PO 57 Old Chatham 12136

Telephone:

994-0302

Date:

5/10/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

AS the owner of Jackson's Restaurant
the closing of the Post office would directly
negatively affect my business. The Post
office brings people into town + my business.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the OLD CHATHAM Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

get mail for other people when they can't.

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

East Greenbush



Personal needs



Banking

Nassau



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes

☐ No

If yes, would you continue to use them if the Post Office is discontinued?



Yes

☒ No

Name:

Dave Whittam

Address:

Box 71 Old Chatham NY 12136

Telephone:

766 3587

Date:

5/5/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I have Had my Box in old Chatham since
1973!! in averll park There are
2 post offices within a 1/4 mile



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the OLD CHATHAM Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

We are in a rural area - to travel anywhere you must pass
other post offices



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Valatie 12184, Chatham 12037



Personal needs

Nassau 12123



Banking

Valatie 12184, Chatham 12037, Nassau 12123



Employment

Retired



Social needs

Valatie, 12184, East Greenbush 12061

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Frederick & Cecile Haber

Address: 34 Howes Rd, Old Chatham NY 12136

Telephone: 518-794-7871

Date: 5-18-11 (We did not receive the 4-22-11 letter - this was provided by the post office upon request)

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the OLD CHATHAM Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☒ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Please keep the P.O. open. This is our community.
Thank you!

Name:

MARK BERMAN

Address:

398 Albany Turnpike

Telephone:

918/1111

Date:

6/17/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

ERIC TIEMANN

MBR. POST OFFICE OPERATIONS / ALBANY N.Y.

BEFORE A DECISION IS MADE TO CLOSE THE
OLD CHATHAM POST OFFICE THE PROBLEM OF
HOME DELIVERY ON PRIVATE ROADS MUST BE MADE.
OUT IN THE COUNTRY WHERE MANY HOMES ON THE
DELIVERY ROUTES ARE ON PRIVATE ROADS. THIS IS
WHY SO MANY OF US HAVE POST OFFICE BOX'S.
MAIL IS NOT SECURE FROM THEFT WHEN IT IS
LEFT IN A BOX A HALF MILE FROM ONE'S HOME
WITH NO ONE AROUND. WHEN WE MOVED HERE
MAIL WAS BEING STOLEN FROM MAIL BOX'S. THAT
IS WHY I AND THE FIVE OTHER HOMES ON
MY ROAD HAVE POST OFFICE BOX'S. THE POST
OFF WILL NOT DRIVE UP OUR RIGHT OF WAY
(PRIVATE ROAD) TO DELIVER MAIL TO THE FRONT/
DRIVEWAY OF ANY OF OUR HOMES. THIS POLICY
OF NOT DELIVERING MAIL TO ALL TAXPAYERS
HOMES MUST BE CHANGED BEFORE ANY MORE
DISCUSSION ON POST OFFICE CONSOLIDATION CAN
BE PURSUED.

CARL BORNHORST
Carl Bornhorst



Mr. Carl Bornhorst
PO Box 77
Old Chatham, NY 12136

RE: Old Chatham NY
Docket# 1376004 - 12136
Item : 38
Page 87

May 26, 2011

Memo to the record. On 05/24/11 at 11:24 am, and 11:31, am, received a call from David Cathers, Contact at 914-462-2389 cell. Received the information needed from my prior return message. Wanted to know how to contact Postmaster .

On 05/26/11, at 2:54 pm, returned call with phone numbers for Old Chatham and East Chatham.

Nadine Tremblay

Nadine Tremblay
Post Office Review Coordinator



July 20, 2011

Richard J. Dorsey
Attorney at Law
PO Box 48
Valatie, NY 12184-0048

Dear Mr. Dorsey:

The United States Postal Service is in receipt of your letter dated July 8, 2011 along with the statements of numerous residents submitted mainly to challenge assertion that majority of local residents had no opinion about closing. All documentation has been added to the official record.

To clarify that concern, customers were asked to respond to Item 3 of the questionnaire as follows:

If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

The question is regarding alternate delivery service. Customers that had no opinion, or skipped the question as directed, were tallied as no opinion to this question. If a customer had additional comments, positive or negative, then they would have been tallied accordingly to their additional comments.

The proposal reads as follows: Responses regarding the proposed alternate service were as follows: 9 favorable, 49 unfavorable, and 121 expressed no opinion.

Those comments received in your mailing will be regarded as opposed to the closing and will be counted accordingly as part of the 60 day comment period.

Thank you again for your interest and support of the United States Postal Service.

Sincerely,

Nadine Tremblay

Nadine Tremblay
USPS - Albany District
Post Office Review Coordinator
30 Karner Rd
Albany NY 12288-9311

RET NO. 1376004-12136
INQ. 38
89

State of New York) PAGE

Affidavit

County of Columbia)

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain.

Name

Amy K White

Address

Pitt Hill Rd, Old Chatham M

12136

Sworn to before me this
day of May, 2011.

Notary Public

Witnessed

S. Murphy Esq.

State of New York) DOCKET NO. 1376004-12136
County of Columbia) ITEM NO. 38
PAGE 90 Affidavit
..SS:

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain.

GAIL DAY
Name

74 George Rd. 12136
Address

Sworn to before me this
day of May, 2011.

Notary Public

Witnessed
H. A. Murphy
Esq.

DOCKET NO. 1376004-12136
ITEM NO. 38
State of New York) PAGE 91 Affidavit
..ss:
County of Columbia)

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain.

Name

Florence Kirtson
PO Box 131, 49F Ford Rd

Address

Old Chatham, NY 12136

Sworn to before me this
day of May, 2011.

Notary Public

Witnessed

J. A. Murphy
Esq

State of New York) DOCKET NO. 137602412136
County of Columbia) ITEM NO. 38
PAGE 92 Affidavit
..ss:

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain.

Name

Address

1420 Ct. Rt. 13 Old Chatham

12136

Sworn to before me this
day of May, 2011.

Notary Public

Witnessed
J. L. Murphy Esq.

CKET NO. 1376004-12136

ITEM NO.

38

93

State of New York)PAGE

..ss:

Affidavit

County of Columbia)

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain.

Name

William Perfoos

Address

498 Ford Road Box 131
Old Chatham NY 12136

Sworn to before me this
day of May, 2011.

Notary Public

Witnessed
K. A. Murphy
Esq.

RET NO. 1376004-12136

NO. 38

PAGE 94

State of New York)

Affidavit

..SS:

County of Columbia)

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain.

Maura Callahan
Name

674 Albany Turnpike
Address

Sworn to before me this
day of May, 2011.

Notary Public

Witnessed

A. L. Murphy
Esq.

FILE NO. 1376004-12130

FILE NO.

38

PAGE

95

State of New York)

..ss:

Affidavit

County of Columbia)

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain.

Name

Amey Zimmerman

Address

251 Seven Bridges Rd

Sworn to before me this
day of May, 2011.

Notary Public

Witnessed

K. A. Murphy Esq

CKET NO. 1376004-12136

NO. 38

96

State of New York) PAGE

..ss:

Affidavit

County of Columbia)

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain.

Steven Rose
Name

251 Seven Bridges Rd
Address

12136

Sworn to before me this
day of May, 2011.

Notary Public

Witnessed

K.A. Murphy
Egg

NET NO. 1376004-12130

ITEM NO.

38

PAGE

97

State of New York)

..ss:

Affidavit

County of Columbia)

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain.

Name

Murray Douglas

Address

509 Ford Road, Old Chatham

Sworn to before me this
day of May, 2011.

Notary Public

Witnessed

J. A. Murray
Esq.

ET NO. 1376004-12136
NO. 38
98

State of New York) PAGE 1

Affidavit

County of Columbia)

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain.

Margaret Ryan
Name

Po Box 12, 666 Albany Tpk.
Address
Old Chatham

Sworn to before me this
day of May, 2011.

Notary Public

Witnessed
K. J. Murphy
Esq.

EXHIBIT NO. 1376004-12136
PAGE NO. 38
PAGE 99

State of New York)

Affidavit

County of Columbia) ss:

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain.

Ben Brash
Name

1467 Rte 13
Address

Sworn to before me this
day of May, 2011.

Notary Public

Witnessed
T. A. Murphy
Esq

State of New York)
..ss:
County of Columbia)

DOCKET NO. 1376004-12136
ITEM NO. 38
PAGE 100 Affidavit

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain.

Chuck Dunn
Name

90 Seven Bridges Road
Address

Old Chatham, NY

Sworn to before me this
day of May, 2011.

Notary Public

Witnessed

K.A. Murphy
Esq.

DOCKET NO. 1376004-12136
EXHIBIT NO. 38
PAGE 101

Affidavit

State of New York)

ss:

County of Columbia)

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain.

Name

Paul Frank
20 Phelps Rd OC, NY 12136
Address

Sworn to before me this
day of May, 2011.

Notary Public

Witnesses

[Signature] A. Murphy
Esq

ET NO.

NO.

-E

1376804-12136

38

102

State of New York)

..ss:

County of Columbia)

Affidavit

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain

Name

Address

Hope P Della Ratta

586 Old Chatham

Sworn to before me this
day of May, 2011.

Notary Public

Witnessed

Stan A Murphy
Esq

ET NO. 1376004-12136

NO. 38

PAGE 103

State of New York)
..SS:
County of Columbia)

Affidavit

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain.

Vincent P. Kelly
Name

2054012 Chatham N.Y. 12136
Address

Sworn to before me this
day of May, 2011.

Notary Public

Witnessed
J. A. Murphy
Esq.

State of New York)

..ss:

Affidavit

County of Columbia)

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain.

Laura Ross
Name

1123 County Route
Address

CC, NY 12136

Sworn to before me this
day of May, 2011.

Notary Public

Laura Ross

Witnessed
T A Murphy
Esq

State of New York)

..ss:

Affidavit

County of Columbia)

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain

Memphis Feaster
Name

43 Blueberry Hill Rd
Address

Sworn to before me this
day of May, 2011.

Notary Public

Witnessed

T. A. Murphy
Egy.

State of New York)
County of Columbia)

INDEX NO. 1376004-12136
ITEM NO. 38
PAGE 106 Affidavit

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain.

Name

Address

Sworn to before me this
day of May, 2011.

Notary Public

Witnessed
A. Murphy
Esq.

NO. 1376004-14120
38
PAGE 107

State of New York)
..ss:
County of Columbia)

Affidavit

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

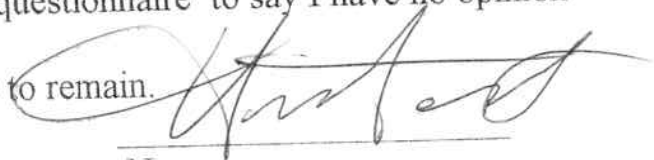
I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain.



Name

43 Blueberry Lane Rd

Address

Sworn to before me this
day of May, 2011.

Notary Public

Witnessed
J.A. Murphy
Esq.

State of New York)

PAGE

Affidavit

ss:

County of Columbia)

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain.

Name

Address

Sworn to before me this
day of May, 2011.

Notary Public

Paul Herzberg
102 Haddock Hill Rd Old Chatham
12136

Witness
E. A. Murphy Esq

State of New York)
..ss:
County of Columbia)

Affidavit

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain.

Therese Avelange
Name

Old Chatham
Address

Sworn to before me this
day of May, 2011.

Notary Public

[Signature]

Witnessed
T. A. Murphy
Esq

State of New York)

..ss:

Affidavit

County of Columbia)

The undersigned, being duly sworn, deposes and says:

This is in regard to the "Survey" conducted by the Postal Service on closing the Old Chatham Post Office.

The just issued report dated May 17, 2011 recommending closing the Old Chatham Post Office and transferring its operations to East Chatham cites results of the 179 surveys submitted as being 9 in favor, 121 taking no position and only 49 against.

This indicates over 70% of the Old Chatham patrons surveyed either in favor of closing or being neutral about the whole matter.

We question this.

I submitted a survey to the Postal System well before this May 17th report.

At the time I filled out the survey and still at the present time I am against the closing and transfer to East Chatham.

The survey form did not present any question asking my opinion on the proposal.

I was led to believe that by answering questions on my use of the post office I was registering a position that I wanted the Old Chatham Post Office to stay. It is misleading to use my questionnaire to say I have no opinion

I want the Post Office to remain

David Rom
Name

1123 Cty. Rt. 13
Address

Sworn to before me this
day of May, 2011.

Notary Public



UNITED STATES
POSTAL SERVICE

DOCKET NO.

1376004-12136

ITEM NO.

38

PAGE

111

RE: Old Chatham NY
Docket# 1376004 - 12136
Item 38
Page

June 20, 2011

Memo to the record. On 06/06/11, correspondence was received from Karen a. Murphy, Esquire, 76 Pehlp Road, Old Chatham, NY 12136-2224 regarding what Ms. Murphy states as misstatements made in the "Proposal to Close the Old Chatham, NY Post Office..."

On 06/20/11 a response letter was sent covering each concern Ms. Murphy expressed.

Nadine Tremblay

Nadine Tremblay
Post Office Review Coordinator



DOCKET NO. 1376004-12136
ITEM NO. 38
PAGE 112

June 20, 2011

Karen A. Murphy, Esquire
76 Phelps Road
Old Chatham, NY 12136-2224

Dear Karen Murphy:

This is in response to your June 3, 2011 correspondence, copy attached, sighting misstatements made by the United States Postal Service concerning the Proposal to Close the Old Chatham, NY Post Office.

First Issue: Paragraph 2 & 3 regarding questionnaires:

Concern: Customer was concerned about how questionnaires were tallied:

Response: Where question #3 is blank, but includes a concern (positive or negative), it is counted accordingly, otherwise, it is counted as no opinion, since the total number of returned questionnaires has to match the total number of responses (better, just as good, no opinion, or worse combined).

Second Issue: Paragraph 4 regarding Postmaster status:

Concern: Customer was concerned about the postmaster status listed in the Proposal.

Response: The postmaster position became vacant when the postmaster was **promoted** on August 02, 2008. Promotions are obtained competitively as the will of the applicant. An equivalent position would be considered a lateral "reassignment". All vacant management positions have been frozen in anticipation of reorganization, in order to limit impact on incumbent employees. On June 9, 2011, a Memo to the Record was drafted to correct the term "retired". Item 1, 18, and 33 of the Docket are being amended to correct the reason for the Postmaster vacancy.

Page 1, Paragraph 5, continued on Page 2, regarding savings:

Concern: Customer was concerned about the proposed economic savings.

Response: Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

Concern: You were concerned about having to travel to another post office for service

Response: Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

Concern: Customers expressed concern about how the loss of the Old Chatham Post Office would negatively impact the historical dimension of the community.

Response: The Postal Service is helping to preserve the community name by continuing the use of the Old Chatham name in addresses.

Third issue: Page 2, Paragraph 2, regarding effects on the business community:

Concern: Customers expressed concern about the adverse affect on the business community.

Response: The returned questionnaires indicate that the vast majority of responders would continue to use local businesses. Some responders indicated there is little business in the community; as many shop outside the community for various services. Those customers that indicate they would not continue using local business gave no indication of which business they currently use and/or how often.

Forth issue: Page 2, Paragraph 3, regarding "no permit mailers":

Concern: Customers expressed concern about the Proposal wrongly assumes that there are "no permit mailer(s) or postage meter customer(s)." There are both and your own monthly reports acknowledge same. Those income figures must be corrected as well in The Proposal.

Response: The office under study was interviewed to determine if there are any permit mailers. The data collected during the interview indicated there were no active permit holders. The Officer in Charge was contacted on June 10, 2011, for confirmation of number of active permit mailers. The response was there are a couple of meter holders. Postage meter customers no longer go to the Post Office to have postage added to the meter; as it is now done over the phone. Though there is no relevance to customer impact based on this data, however, it will be noted as a correction in a memo to the record and corrected in the proposal. Income figures are for the last three fiscal years based on Walk-In Revenue.

Nadine Tremblay

Nadine Tremblay
Post Office Review Coordinator
30 Karner Road
Albany NY 12288-9311
(518) 452-4085

Korinna A. Murphy, Esquire

June 3, 2011

Optimization Coordinator
United States Postal Service Customer Affairs
30 Karner Road
Albany, New York 12214-9653

Re: The Threatened Closing of the Old Chatham, N.Y. Post Office

Dear Sir/Madame:

I write in connection with the above referenced matter, and to correct certain material misstatements made by your Office in a document entitled "Proposal to Close the Old Chatham, NY Post Office and to Continue to Provide Service by Rural Route Delivery" (date of posting May 17, 2011) ("The Proposal"), as well as in letters sent under Mr. Tiemann's (Robo) signature to residents who have voiced their concern and objections to the threatened closure of their Post Office.

First, and perhaps the most disturbing, is the claim that of the 179 Questionnaires returned (on or before May 3, 2011) "121 expressed no opinion" regarding the proposed alternative service. This claim is demonstrably false. After personally reviewing the "Docket" it appears that a certain prompt in the Questionnaire told the responder to SKIP answering Question 3 if the individual had "carrier delivery." So most of the responders did what they were told and skipped all together offering their opinion on whether the proposed change was "Better," "Just As Good," "**No Opinion**," or "Worse."

Less than 10 responders checked the "no opinion" box so the "121" number must be the result of your Office counting all non-responses to that answer as having "no opinion." Obviously, that is in error and must be corrected in The Proposal. Affidavits will be supplied under separate cover to confirm that the responders who did not check the box do have an opinion. And, their opinion is NOT to close the Old Chatham Post Office and that the proposed alternative would be "Worse" delivery service.

Second, the last Postmaster to *retire* normally did so 13 years ago not three years ago as represented in The Proposal. The person who left in 2008 was apparently given an equivalent position at a different post office location. In doing so, the Postal Service put our Post Office at risk with this intentional relocation. Consequently, we should not even be considered for closure.

Moreover, the purported "savings" figure included in The Proposal is completely unintelligible. You represent that closing this Post Office will actually cost (at a minimum) 30 thousand dollars which is more than three times the "savings" on the rent at the present location,

and the Postal Service has not been paying the Postmaster salary (and fringe benefits) it includes in its calculation. Thus, no matter how one looks at this proposed closing that action will COST MORE than it will to keep our Post Office up and running. Importantly, this cost does not even consider the economic hardship placed on Old Chatham residents forced to travel great distances nor the emotional and economic costs associated with losing the heart of our historic hamlet.

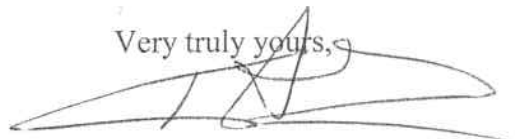
Third, your office has sent out letters that state that "there is no indication that the business community will be adversely affected" and that "Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued." See Tiemann letter dated May 12, 2011. Again, after my review of the Docket those statements DO NOT accurately reflect the responses given. There were a substantial number of responders who stated that they would, in fact, discontinue using the local businesses in the hamlet. Obviously, local businesses will be negatively impacted and at a time when business is down overall because of the continuing recession.

Fourth, the income figures for the Old Chatham Post Office are grossly understated as The Proposal wrongly assumes that there are "no permit mailer(s) or postage meter customer(s)." There are both and your own monthly reports acknowledge same. Those income figures must be corrected as well in The Proposal.

This community's united voice must be heard, and once heard the Postal Service's conclusion that "this proposal [to close our Post Office] will provide a maximum degree of effective and regular postal services to the community" is simply indefensible.

Finally, we are confirming by this writing that our comments and further submissions are timely so long as made by The Proposal "removal" date of July 18, 2011.

Very truly yours,



Karen A. Murphy
76 Phelps Road
Old Chatham, New York 12136
(518) 392-6471
KarenAMurphyEsq@aol.com

cc: The Honorable Kirsten Gillibrand
The Honorable Chris Gibson
Eric Tiemann, Manager, Albany Post Office Operations

COPY

DOCKET NO. 1376004-12136
ITEM NO. 38
PAGE 116

Karen A. Murphy, Esquire

June 3, 2011

Via Facsimile 202-268-5353

Mgr Records Office
United States Postal Service
475 L'Enfant Plaza SW Room 4541
Washington DC 20260-45421

Re: The Threatened Closing of the Old Chatham, N.Y. Post Office, 12136

Dear Sir/Madame:

I write in connection with the above referenced matter (April 22, 2011 letter from the Postal Service attached), and to make a request for the production of certain information/documents to be produced pursuant to the Freedom of Information Act. We have been advised by Ms. Nadine Tremblay, Post Office Review Coordinator in the Albany, New York Office that this is the appropriate procedure by which to proceed.

Specifically, we request the following information, and any and all documentary support, in connection with the operation of the East Chatham N.Y. Post Office:

- (i): Annual revenues generated at the location for 2008, 2009 and 2010;
- (ii): Daily transactions at the site, including volume received and dispatched, for 2008, 2009 and 2010 (or for any study periods conducted within those same calendar years);
- (iii): Monthly rental paid for 2008, 2009 and 2010, and to whom the payments are made, and a copy of the lease for the requested calendar years;
- (v): Payroll, including the Postmaster salary and fringe benefits, for 2008, 2009 and 2010;
- (vi): Total population figures for 2008, 2009 and 2010, together with any future population projections;
- (vii): Any and all analyses conducted in connection with the construction of this facility and its sale in 2009;

DOCKET NO. 1376004-12136
ITEM NO. 38
PAGE 117

COPY

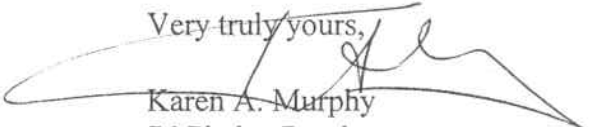
(viii) Any and all analyses conducted in connection with the operations of this facility, including any *comparative analyses* with the operations of the other Post Offices located in Old Chatham, Malden Bridge, Brainard, and North Chatham; and,

(ix): Identify and produce any **comprehensive analysis and plan** for future Post Office operations in light of the roughly 65 *Post Offices* that have been designated as sites for possible closure by Albany's Post Office Operations. If there are no such comprehensive studies complete, explain why that study has not been undertaken to date.

Please immediately advise of the production date for this information as we are facing an imminent Postal Service imposed deadline for further submissions in opposition to the closing of the Old Chatham Post Office.

Thank you.

Very truly yours,


Karen A. Murphy
76 Phelps Road
Old Chatham, New York 12136
(518) 392-6471
KarenAMurphyEsq@aol.com

cc: Eric Tiemann, Albany Manager, Post Office Operations
The Honorable Kristen Gillibrand
The Honorable Chris Gibson



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the OLD CHATHAM Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

Donna Ross

Address:

302 ALBANY TPKE

Telephone:

518 392 0600

Date:

6/1

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the OLD CHATHAM Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I do not want the Post Office moved.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

I've been here on Rt 13 for 45 years.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Its the heart of the community
Lee S MITH

Name of Postal Customer

BOX 23

Signature of Postal Customer

Mailing Address

Old Chatham NY

City, State, and ZIP Code

12136-0023

Date

Optional Comment Form

DOCKET NO. 1376004-12136

ITEM NO. 38

PAGE 121

Following are comments I wish to make concerning the proposed discontinuance of the CHATHAM Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

WE MOVED TO OLD CHATHAM TO BE ABLE TO
WALK TO THE POST OFFICE. DO NOT CLOSE IT.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

VERY SERIOUS LOSS!

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

SALLY A. SIMMONS

Name of Postal Customer

P.O. BOX 15

Mailing Address

OLD CHATHAM, NY 12136

City, State, and ZIP Code

Sally A. Simmons

Signature of Postal Customer

July 4, 2011

Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the CHATHAM Post Office.

ITEM NO. 38
PAGE OLD 122

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We are regular customers of the Old Chatham Post Office and it would be extremely inconvenient for our family if the Post Office closed.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Edward M. Spino

Name of Postal Customer

[Signature]

Signature of Postal Customer

13 Shaker Museum Rd

Mailing Address

Old Chatham, NY 12136

City, State, and ZIP Code

July 4, 2011

Date

DOCKET NO. 132004-12120
ITEM NO. 38
secontinuant of the OLD
PAGE 123

ITEM NO. _____
continuation of the OLD
PAGE _____

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I do not want this
post office open

Signature of Postal Customer

Mailing Address

Date _____



June 9, 2011

RE: Old Chatham NY
Docket# 1376004 - 12136

Memo to the record. Item 1, 18, and 33 of the Docket are being amended to correct the reason for the Postmaster vacancy as follows:

The postmaster position became vacant when the postmaster was **promoted** on August 02, 2008.

There are also two known permit users. Item 18 of the Docket will be amended to reflect this.

Nadine Tremblay

Nadine Tremblay
Post Office Review Coordinator

DOCKET NO. _____
ITEM NO. 38
PAGE 125



02/22/2011

EDWARD PHELAN
DISTRICT MANAGER
ALBANY PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the NY-20 congressional district.

Post Office Name:	OLD CHATHAM
Zip+4 Code:	12136-9998
EAS Level:	13
Finance Number:	356125
County:	Columbia
Proposed Admin Office:	EAST CHATHAM
ADMIN Miles Away:	3.0
Near Office Name:	EAST CHATHAM
Near Miles Away:	3.0
Number of Customers:	
Post Office Box:	154
General Delivery:	0
Rural Route (RR):	345
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	499
ZIP Code Change:	Yes <input type="checkbox"/> NO <input checked="" type="checkbox"/> ZIP Code
Maintain Town Name:	Yes <input checked="" type="checkbox"/> NO <input type="checkbox"/>

The above office became vacant when the postmaster was promoted on 08/02/2008.

Office is currently vacant; management initiated study to determine if regular and effective service can be provided through alternate means. East Chatham Post Office is 3 miles away.

ERIC TIEMANN
Manager, Post Office Operations

Approval to Study for Discontinuance:

EDWARD PHELAN
DISTRICT MANAGER
ALBANY PFC

02/22/2011
DATE

cc: Area Manager, Public Affairs and Communication

DOCKET NO. _____
ITEM NO. 38
PAGE 126

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 06/10/2011																								
2. Post Office Name OLD CHATHAM		3. State and ZIP + 4 Code NY, 12136-9998																										
4. District, Customer Service ALBANY PFC	5. Area, Customer Service NORTHEAST	6. County Columbia	7. Congressional District NY-20																									
8. Reason for Proposal to Discontinue Office is currently vacant; management initiated study to determine if regular and effective service can be provided through alternate means. East Chatham Post Office is 3 miles away.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: was promoted Occupied 08/02/2008 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input checked="" type="checkbox"/> Non-Career c. Current PM POSITION Level (150) EAS-13 Downgraded from EAS-13 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 1 No of Career- 1 No of Non-Career- 0		a. Time M-F 09:00 to 13:00 and 14:30 to 16:45 Sat 09:00 to 11:00 Total Window Hours Per Week a. Lobby Time M-F 08:00 to 17:00 Sat 08:00 to 11:00 33.25																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 154 c. City Delivery 0 d. Rural Delivery 345 e. Highway Contract Route Box 0 f. Total 499 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 26.90		<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>1,209</td> <td>156</td> </tr> <tr> <td>b. Newspaper</td> <td>501</td> <td>15</td> </tr> <tr> <td>c. Parcel</td> <td>40</td> <td>6</td> </tr> <tr> <td>d. Other</td> <td>127</td> <td>21</td> </tr> <tr> <td>e. Total</td> <td>1,877</td> <td>198</td> </tr> <tr> <td>f. No. of Postage Meters</td> <td></td> <td>2</td> </tr> <tr> <td>g. No. of Permits</td> <td></td> <td>0</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	1,209	156	b. Newspaper	501	15	c. Parcel	40	6	d. Other	127	21	e. Total	1,877	198	f. No. of Postage Meters		2	g. No. of Permits		0
Types of Mail	Received	Dispatched																										
a. First-Class	1,209	156																										
b. Newspaper	501	15																										
c. Parcel	40	6																										
d. Other	127	21																										
e. Total	1,877	198																										
f. No. of Postage Meters		2																										
g. No. of Permits		0																										
Finances a. FY 2008 2009 2010		Receipts \$ 66,834 \$ 51,008 \$ 49,230	b. EAS Step 1 PM Basic Salary (no Cola) \$ 36381	c. PM Fringe Benefits (33.5% of b.) \$12,188																								
15a. Quarters																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 12/31/2012 Annual Lease \$ 9025 30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																												
15b. Explain: 90 day termination clause PO looks like it is shared with multi unit apartment bldg.																												
17. Schools, Churches and Organization in Service Area: No: 0		19. Administrative/Emanating Office (Proposed):																										
		Name EAST CHATHAM EAS Level 15 Miles Away 3.0 Window Service Hours: M-F 09:30 to 12:00 and 13:00 to 17:00 SAT 09:30 to 11:00 Lobby Hours: M-F 08:00 to 17:00 SAT 08:00 to 11:00 PO Boxes Available: 183																										
18. Businesses in Service Area: No: 41		20. Nearest Post Office (if different from above):																										
EEE Inc., Kain Enterprises of Col. Co., Jacksons Old Chatham House, R-C Fuel Inc., Grosvenor Farm, Old Chatham Hunt Club, Brown Trout Systems Inc., MunderSkiles Inc, Scott Longstreet Esq., Eaton Corners., Design Metals, Pro Bulk USA Inc., Loegroup, Columbia Travel Bureau, Alberts Equine Denistry, Old Chatham Design Center, Columbia Heritage LTD, Old Chatham Country Store, Air Marketing, Jacksons Realty, Sheepherders, Shaker Museum, Powell House, Tri-Village Fire Department, Old Chatham Tennis Club, Eliver Euro, Country House Radio Shack, Vantage Point Realty, E-Z Mart, Chatham Travel Lodge, Wood Hill Vet, Charckered Flag Fabrications, Wemple's Landscaping, Behn Perennials, Laurel Ridge Landscaping, Spruce Ridge Alpacas Farm, Stratton Construction, Globus Inc/Linville Esq., Crane Steel Enterprise, Macfarlane Contracting, Vision Staffing		Name EAST CHATHAM EAS Level 15 Miles Away 3.0 Window Service Hours: M-F 09:30 to 17:00 SAT 09:30 to 11:00 Lobby Hours: M-F SAT PO Boxes Available: 0																										
21. Prepared by																												
Printed Name and Title NADINE TREMBLAY		Signature NADINE TREMBLAY		Telephone No. AC () (518) 452-4085																								
PO Discontinuance Coordinator Name NADINE TREMBLAY		Telephone No. AC () (518) 452-4085		Location ALBANY, NY																								

DOCKET NO. _____
ITEM NO. 38
PAGE 127

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Old Chatham, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the East Chatham Post Office, located three miles away.

The postmaster position became vacant when the postmaster was promoted on August 02, 2008. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Office is currently vacant; management initiated study to determine if regular and effective service can be provided through alternate means. East Chatham Post Office is 3 miles away.

The Old Chatham Post Office, an EAS-13 level, provides service from 09:00 to 13:00 and 14:30 to 16:45 Monday - Friday, 09:00 to 11:00 Saturday and lobby hours of 08:00 to 17:00 on Monday - Friday and 08:00 to 11:00 on Saturday to 154 post office box or general delivery customers and 345 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 27 transaction(s) accounting for 32 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$66,834 (174 revenue units) in FY 2008; \$51,008 (133 revenue units) in FY 2009; and \$49,230 (128 revenue units) in FY 2010. There were two permit mailer(s) or postage meter customer(s).

On May 03, 2011, representatives from the Postal Service were available at Chatham Town Hall, 488 Route 295, Chatham, NY 12037 to answer questions and provide information to customers. 44 customer(s) attended the meeting.

On April 22, 2011, 504 questionnaires were distributed to delivery customers of the Old Chatham Post Office. Questionnaires were also available over the counter for retail customers at the Old Chatham Post Office. 179 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 9 favorable, 49 unfavorable, and 121 expressed no opinion.

A petition supporting the retention of the Old Chatham Post Office was received on May 23, 2011, with 42 signatures. If this proposal is implemented, delivery and retail services will be provided by the East Chatham Post Office, an EAS-15 level office. Window service hours at the East Chatham Post Office are from 09:30 to 12:00 and 13:15 to 17:00, Monday through Friday, and 09:30 to 11:00 on Saturday. There are 183 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Concerned about the reliability of the carrier
Response: Should you experience misdelivery in the future please contact the Consumer Affairs office at 518-452-2376.
2. **Concern:** Customer concerned about carrier losing his position.
Response: The delivery of your mail will continue uninterrupted by your current mail carrier.
3. **Concern:** Customer expressed a concern about irregular hours that the rural route serves the community
Response: Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located 3.0 miles away.
4. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages
Response: The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
5. **Concern:** Customers asked why their post office was being discontinued while others were retained

Optional Comment Form

ITEM NO. 38
PAGE OLD 128

Following are comments I wish to make concerning the proposed discontinuance of the CHATHAM Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

IT WOULD TAKE US AN ADDITIONAL 6 MILES TO GET OUR MAIL.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

DEFINITELY A JUNKY STREET.
OUR LOCAL STORE IS RIGHT NEXT
TO THE POST OFFICE. IT IS
ALSO A MEETING PLACE FOR OUR
NEIGHBORS

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

IT WOULD BE A DISASTER
TO NOT ONLY CHANGE OUR POST OFFICE
LOCATION BUT THE POSSIBILITY OF NEW
210 CODE

Name of Postal Customer

Signature of Postal Customer

HERBERT F. WASTON

Mailing Address

City, State, and ZIP Code

OLD CHATHAM NY 12136

Date

6/3/11



September 19, 2011

Memo to the Record

RE: A letter received from Richard J. Dorsey, Attorney at Law, dated June 29, 2011.

Customer was concerned with condition of the Albany Turnpike bridge leading to East Chatham and supplied photos and background about the safety rating of the bridge.

A response to Mr. Dorsey's concern was included in the docket and mailed to the customer. The response indicated that most transactions do not require a trip to the Post Office. Response was as follows: Stamp purchases represent more than 85 percent of the Postal Service's retail sales. Today there are nearly 70,000 banks, ATMs, grocery stores, pharmacies and retail stores selling postal products and services located nationwide. That's more than double the number of Post Offices. In fact, nearly 35 percent of the Postal Service's revenue comes from locations other than Post Offices. Our online locator service -- found at the Locate A Post Office tab at www.usps.com --- can help individuals select the location of post offices that best suit their regular routines or to find alternate locations to purchase stamps, when provision of stamps at a post office for by a letter carrier en route are not sufficient to meet a customer's need. Each day, approximately 1.1 million Americans will use the usps.com website for services such as how to locate a post office. The top online requests include ZIP code look up and tracking packages. We believe placing the most requested postal product -- stamps -- in nearly 100,000 locations nationwide, partnered with the uninterrupted delivery of your mail and expanded online services, constitutes regular and effective access for postal customers.

The original letter was added to the docket on 9/19/2011. The USPS has no jurisdiction over the infrastructures of any community. Our postal employees travel these same roads six days a week. The USPS does recognize that travel under any circumstances can be difficult for some customers and would consider centralized delivery in Old Chatham if an adequate location can be obtained. This would eliminate the need to travel to pick up PO Box mail. Centralized delivery was addressed as an option in the proposal.

Nadine Tremblay

Nadine Tremblay
USPS - Albany District
Post Office Review Coordinator
30 Karner Rd
Albany NY 12288-9311

DOCKET NO. 1376004-12136
ITEM NO. 38
PAGE 129a

Richard J. Dorsey
Attorney at Law

1052 Kinderhook Street, PO Box 48
Valatie, New York 12184
Tel: (518) 758 7511
Fax: (518) 758 7773

June 29, 2011

Jane Wolfgang
Acting Optimization Coordinator
US Postal Service Consumer Affairs
30 Karner Road
Albany, New York 12288-9996

Re: OLD CHATHAM POST OFFICE

Dear Official:

This follows up my transmittals of May 13, 2011, May 20, 2011 and June 17, 2011 to your office.

In addition to relaying local opposition to closing the Old Chatham post office and transferring its functions to the East Chatham post office, at this point I want to focus on the bridge this change would contemplate existing customers use.

The only direct route leading from the village square in Old Chatham to the East Chatham Post Office is over the so called Albany Turnpike, a town road laid out before the automobile era. Any alternate routes are much longer, circuitous and with their own problems.

Many of the customer's statements submitted have highlighted the steep hills and difficulty of using this Albany Turnpike road in wintertime. I want to highlight the obsolete bridge near the eastern end of this route which has to be crossed to make the transit in either direction.

This narrow bridge is over one hundred years old and was not designed for modern traffic. It is owned by CSX/Amtrak, not by local municipalities.

This bridge is listed in the dangerous bridge category with a score of only 3.466 out of 7.000. It is only a hair breath above the very dangerous category and the Crown Point bridge at 3.375 which was blown up in December as a hazard to travelers.

Currently CSX is excavating the track bed under the bridge for increased clearance of its rolling stock. The bridge itself is not being raised, possibly because of its fragile nature or because of the steep climb already existing on its eastern approach.

DOCKET NO. 1376004-12136
ITEM NO. 38
PAGE 130

The bridge is very narrow without any area for pedestrians or bicycles. Motorists have to be quite careful of clearance in good weather not to mention snow and ice conditions in the northern winter.

It is submitted to be a disregard of the needs of the local Old Chatham citizens, particularly the elderly, who presently have a perfectly accessible post office, to suggest that they now expose themselves to such a dangerous route, in order to continue receiving the same service.

I am enclosing some current pictures of the bridge.

Naturally all the foregoing statements in this letter are subject to your verification, and I invite you to do so that you can see for yourself what we are being confronted with in this proposal.

Very truly yours,

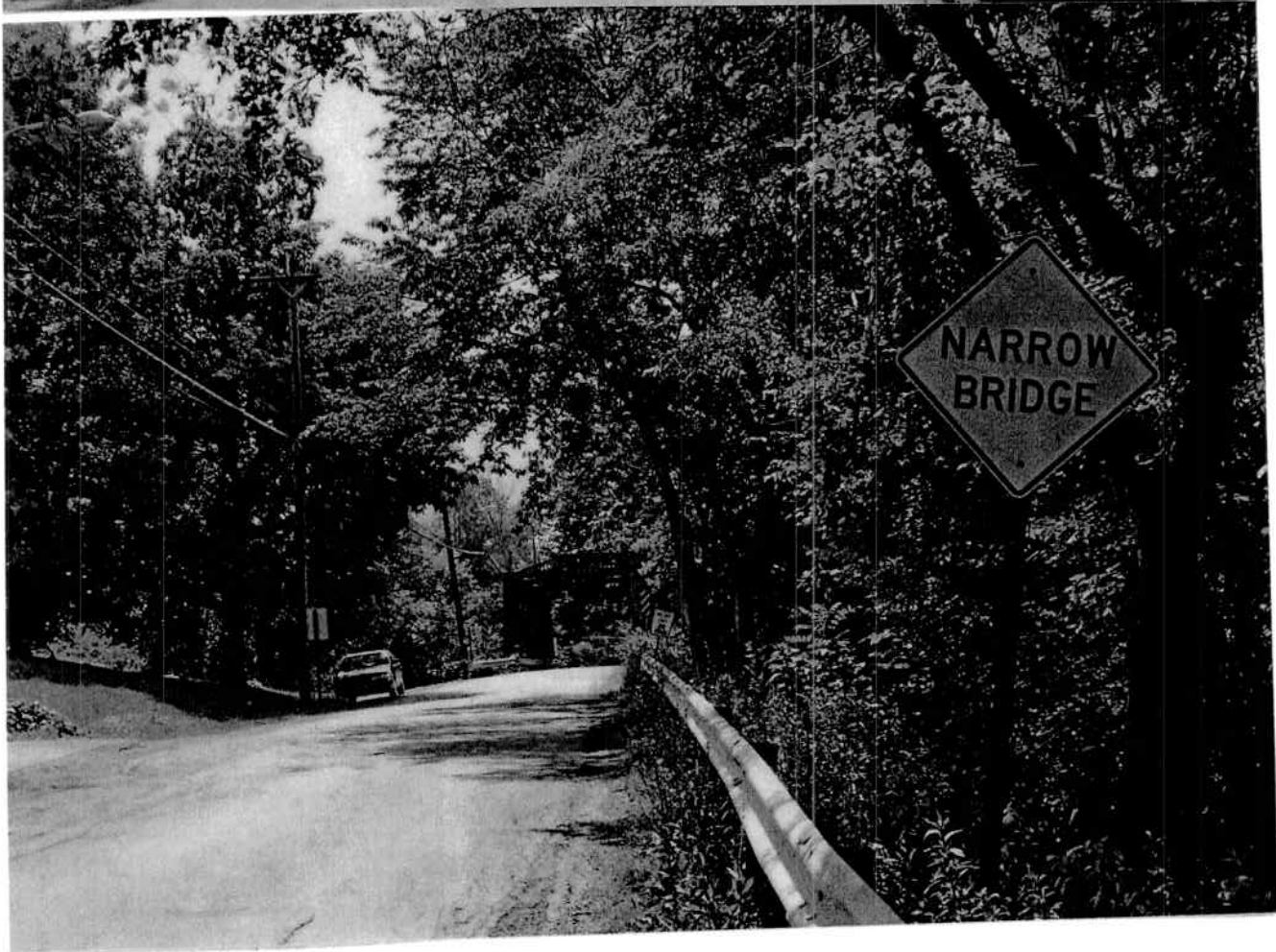


Richard J. Dorsey

Enclosures

cc: Eric Tiemann, Manager Operations,
30 Karner Road, Albany, NY 12288-9992

DOCKET NO. 13710604-1244
ITEM NO. 38
PAGE 131





DOCKET NO. 1376004-12136

ITEM NO. 38

PAGE 132



09/19/2011

ANONYMOUS

NO ADDRESS
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish above the name.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

JEFF SEROY

PO BOX 211
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- CBUs provide the security of individually locked mail compartments. There have been no recent reports of mail theft or vandalism in the area.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish at the end.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

L. MCLAHY & KEN WRIGHT

PO BOX 164
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish above the name.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

PETER ALDRIDGE
99 THORNE ROAD
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish above the name.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

KAREN SUEN-COOPER

619 ALBANY TURNPIKE
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- For carrier pick up of packages, you can contact the adminoffice Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann".

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

HENRY MELECK

1421 COUNTY ROUTE 13
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the East Chatham postmaster for more information.
- Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish at the end.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

ANNA NOSEI

190 RIVERSIDE DRIVE
NEW YORK, NY 10024

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish above the name.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

MARTIN COOPER

619 ALBANY TURNPIKE
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a large, stylized initial "E" and "T".

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

JOAN WECHSLER

PO BOX 143
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the East Chatham postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish at the end.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

SALLY SIMMONS
6 GAYLORD DRIVE
WILTON, CT 06897

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish at the end.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

LOYA JACKSON

PO BOX 57
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a large, stylized initial "E" at the beginning.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

D. HENDERSON

340 LOWER CADY ROAD
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann".

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

TOM CASE

63 UPPER CADY ROAD
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish above the name.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

JENNIFER LOU & BRYAN SOTHERDEN

70 HADDOCK HILL RD
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- Businesses generally require regular and effective postal services, and these will always be provided to the Old Chatham Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a large, stylized initial "E" and "T".

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

CYNTHIA VALLES

PO BOX 163
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann".

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

WILLIS & LORI HAMMELL

UPPER CADY ROAD
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", written in a cursive style.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

ANONYMOUS

NO ADDRESS
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", written in a cursive style.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

PETER T.

PO BOX 75
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the establishment of a Community Post Office (CPO). The CPO will be contracted to provide at least the same hours as the present post office. Depending on the location, the CPO may provide extended lobby hours. A CPO provides the same services as the suspended Post Office, except for permit mail acceptance.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish above the name.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

TOMMA VON HAEFTEN
632 ALBANY TURNPIKE
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish above the name.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

JAMES LAWRENCE

632 ALBANY TURNPIKE
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish above the name.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

ERIC WOLF

PO BOX 7
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a large, stylized initial "E" and "T".

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

BARRY JACKSON

PO BOX 57
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", written in a cursive style.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

DAVE WHITTAM

PO BOX 71
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish at the end.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

FREDERICK & CECILE HABER

34 HOWES ROAD
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann".

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

ROGER MASON

PO BOX 138
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish above the name.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

DAVID DEWEESE & ANNE HELLER

PO BOX 168
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- If you have applied for and been denied an extension, you may wish to contact your local magistrate or other county official to determine if they can bring your road up to these standards. At that point, you may reapply for delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish at the end.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

DONNA ROSS

302 ALBANY TURNPIKE
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the East Chatham Post Office. Government forms normally provided by the Post Office will also be available at the East Chatham Post Office or by contacting your local government agency.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the East Chatham postmaster for more information.
- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish at the end.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

MARK BERMAN

398 ALBANY TURNPIKE
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the East Chatham Post Office. Government forms normally provided by the Post Office will also be available at the East Chatham Post Office or by contacting your local government agency.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a large, stylized initial "E" and "T" at the beginning.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

BARRY JACKSON

PO BOX 57
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish at the end.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

DAVID H. DEWEESE

PO BOX 168
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish at the end.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

BRIAN ALBERT

PO BOX 238
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish at the end.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

PATRICIA A & ROBERT G LEARY

142 RIDERS MILLS ROAD
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish at the end.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

DOUGLAS L. BURGESS

706 COUNTY ROUTE 13
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the East Chatham postmaster for more information.
- Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are three bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief. The Postal Service has also reduced administrative positions, including reducing 1 Area office, 7 District offices, and a 20% reduction in staffing across the board. The PMG has tasked management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost effective alternate access.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a large, stylized initial "E" and a flourish at the end.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

BRIAN BEAN

973 ALBANY TURNPIKE
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about growth in the community. The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
- You expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann".

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

JAMES K

701 COUNTY ROUTE 13
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of Old Chatham in addresses and in the National Five-Digit ZIP Code and Post Office Directory. However, to ensure effective and regular service, the ZIP Code will change to East Chatham zip.
- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", written in a cursive style.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

JAMES A. CARTER
71 HOWES ROAD
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the East Chatham postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann".

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

SHIRLEY ROSEN

396 COUNTY ROUTE 13
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the East Chatham postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", written in a cursive style.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

MALCOLM & CLAIRE L. WHEELER

PO BOX 172
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish at the end.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

ABBY & CHARLES KLEINBAUM

763 COUNTY ROUTE 13
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about obtaining accountable mail and large parcels. If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", written over a light blue circular postmark.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

MARJORIE V. CARTWRIGHT

PO BOX 44
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann".

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

A R DOUGLAS
NO ADDRESS
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish at the end.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

JUNE H. MAYTON

PO BOX 5
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the East Chatham postmaster for more information.
- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", written in a cursive style.

Eric Tiemann

Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

FLORENCE KIRTSOS

PO BOX 131
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the East Chatham postmaster for more information.
- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann". The signature is fluid and cursive, with a large initial "E" and a distinct "T".

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

DALLAS BRINEY
PO BOX 129
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish at the end.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

DEAN HURLEY

PO BOX 81
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are three bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief. The Postal Service has also reduced administrative positions, including reducing 1 Area office, 7 District offices, and a 20% reduction in staffing across the board. The PMG has tasked management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost effective alternate access.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann".

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

GAIL LUNDY

947 ALBANY TURNPIKE
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
- Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are three bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief. The Postal Service has also reduced administrative positions, including reducing 1 Area office, 7 District offices, and a 20% reduction in staffing across the board. The PMG has tasked management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost effective alternate access.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", written over a light blue horizontal line.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

AMY K. WHITE

638 PITT HALL ROAD
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- Financial data is considered proprietary information during the study phase. If a proposal to close an office is posted, financial data pertaining to that proposal will be disclosed on the proposal.
- Requestor needs to reference FOIA/Freedom of Information Act, in letter. Requestor should be very specific about the info requested; i.e. does he want daily, weekly, or annual info, is he requesting lease info, utility info, salaries/benefits, for what timeframe, etc. Note – a request for a "profit and loss statement" is really not applicable since we are a government agency. Submit request in writing to: Mgr Records Office US Postal Service 475 L'Enfant Plaza SW Room 4541 Washington DC 20260-4541 If preferred, can also FAX request to (202) 268-5353

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a large, stylized initial "E" at the beginning.

Eric Tiemann
Manager, Post Office Operations
30 Kerner Rd
Albany, NY, 12288-9992



09/19/2011

LYNDA VAN ALSTYNE

PO BOX 81
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- Requestor needs to reference FOIA/Freedom of Information Act, in letter. Requestor should be very specific about the info requested; i.e. does he want daily, weekly, or annual info, is he requesting lease info, utility info, salaries/benefits, for what timeframe, etc. Note – a request for a "profit and loss statement" is really not applicable since we are a government agency. Submit request in writing to: Mgr Records Office US Postal Service 475 L'Enfant Plaza SW Room 4541 Washington DC 20260-4541 If preferred, can also FAX request to (202) 268-5353

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish at the end.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

DAVID & JEANNE TRAVIS
473 FORD ROAD
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.
- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are three bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief. The Postal Service has also reduced administrative positions, including reducing 1 Area office, 7 District offices, and a 20% reduction in staffing across the board. The PMG has tasked management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost effective alternate access.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", written over a light blue circular stamp.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

TIM BRINEY

PO BOX 129
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish at the end.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

THOMAS & ARLENE CUMMINGS

PO BOX 183
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann".

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

O.C. FOSTER

PO BOX 135
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish at the end.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

WILLIAM E. KIRTSOS
PO BOX 131
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann". The signature is fluid and cursive, with the first name "Eric" written in a larger, more prominent script than the last name "Tiemann".

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

WILLIAM REIMICHE
76 PHELPS ROAD
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Businesses generally require regular and effective postal services, and these will always be provided to the Chatham community. There has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
- Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are three bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief. The Postal Service has also reduced administrative positions, including reducing 1 Area office, 7 District offices, and a 20% reduction in staffing across the board. The PMG has tasked management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost effective alternate access.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", written over a light blue horizontal line.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

ROBERT & MARY CUERBO

PO BOX 234
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about how the loss of the Post Office would negatively impact the historical dimension of the community. The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a large, stylized flourish above the name.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

KAREN A. MURPHY

76 PHELPS ROAD
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about how the loss of the Post Office would negatively impact the historical dimension of the community. The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.
- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.
- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", written over a light blue circular postmark.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

ROBERT JACKSON

1017 ALBANY TURNPIKE
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about how the loss of the Post Office would negatively impact the historical dimension of the community. The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.
- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", written over a light blue horizontal line.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd

Albany, NY, 12288-9992



09/19/2011

RICHARD J. DORSEY

PO BOX 48
VALATIE, NY 12184

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Requestor needs to reference FOIA/Freedom of Information Act, in letter. Requestor should be very specific about the info requested; i.e. does he want daily, weekly, or annual info, is he requesting lease info, utility info, salaries/benefits, for what timeframe, etc. Note – a request for a “profit and loss statement” is really not applicable since we are a government agency. Submit request in writing to: Mgr Records Office US Postal Service 475 L'Enfant Plaza SW Room 4541 Washington DC 20260-4541 If preferred, can also FAX request to (202) 268-5353

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a large, stylized initial "E" and a circular flourish above the name.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

CARL BORNHORST
PO BOX 77
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern that since the people of your community paid taxes the Post Office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
- You expressed a concern that you requested and were denied rural delivery service. There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel. If you have applied for and been denied an extension, you may wish to contact your local magistrate or other county official to determine if they can bring your road up to these standards. At that point, you may reapply for delivery.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", written in a cursive style.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

RICHARD J. DORSEY

PO BOX 48
VALATIE, NY 12184

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Stamp purchases represent more than 85 percent of the Postal Service's retail sales. Today there are nearly 70,000 banks, ATMs, grocery stores, pharmacies and retail stores selling postal products and services located nationwide. That's more than double the number of Post Offices. In fact, nearly 35 percent of the Postal Service's revenue comes from locations other than Post Offices. Our online locator service -- found at the Locate A Post Office tab at www.usps.com --- can help individuals select the location of post offices that best suit their regular routines or to find alternate locations to purchase stamps, when provision of stamps at a post office for by a letter carrier en route are not sufficient to meet a customer's need. Each day, approximately 1.1 million Americans will use the usps.com website for services such as how to locate a post office. The top online requests include ZIP code look up and tracking packages. We believe placing the most requested postal product -- stamps -- in nearly 100,000 locations nationwide, partnered with the uninterrupted delivery of your mail and expanded online services, constitutes regular and effective access for postal customers.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann".

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

LEE SMITH
PO BOX 23
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish above the name.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

SALLY A. SIMMONS

PO BOX 15
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- The Postal Service is committed to placing services and products conveniently for its customers, including in settings close to homes and businesses such as grocery or drug stores. These provide the most in-demand offerings of local Post Offices, the sale of postage stamps.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish above the name.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

EDWARD M. SPIRO

13 SHAKER MUSEUM RD
OLD CHATHAM, NY 12136

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", with a stylized flourish at the end.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/19/2011

ANONYMOUS 28

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Old Chatham Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Eric Tiemann", written in a cursive style.

Eric Tiemann
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



A. Office

Name: OLD CHATHAM State: NY Zip Code: 12136
Area: NORTHEAST District: ALBANY PFC
Congressional District: NY-20 County: Columbia
EAS Grade: 13 Finance Number: 356125
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Nadine Tremblay Date: 07/20/2011
Title: ALBANY PFC Post Office Review Coordinator
Tele No: (518) 452-4085 Fax No: (518) 464-7429

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	89
Favorable comments:	3
Unfavorable comments	76
No opinion expressed	10
Total comments returned	89

Postal Concerns

The following postal concerns were expressed

- Concern (Favorable):**
 You were concerned about having to travel to another post office for service

Response:
 Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- Concern (No Opinion):**
 Customers were concerned about a change of address

Response:
 Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
- Concern (No Opinion):**
 Customers were concerned about senior citizens.

Response:
 Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the East Chatham postmaster for more information.
- Concern (No Opinion):**
 No Concern

Response:
- Concern (No Opinion):**
 You were concerned about having to travel to another post office for service

Response:
 Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- Concern (No Opinion):**
 You were concerned about having to travel to another Post Office for service

Response:
 Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- Concern (Unfavorable):**
 Customer concerned that as a regular customer, it would be extremely inconvenient if the Post Office Closed.

Response:
 The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
- Concern (Unfavorable):**
 Customer concerned with condition of bridge leading to East Chatham.

Response:
 Stamp purchases represent more than 85 percent of the Postal Service's retail sales. Today there are nearly 70,000 banks, ATMs, grocery stores, pharmacies and retail stores selling postal products and services located nationwide. That's more than double the number of Post Offices. In fact, nearly 35 percent of the Postal Service's revenue comes from locations other than Post Offices. Our online locator service — found at the Locate A Post Office tab at www.usps.com — can help individuals select the location of post offices that best suit their regular routines or to find alternate locations to purchase stamps, when provision of stamps at a post office for by a letter carrier en route are not sufficient to meet a customer's need. Each day, approximately 1.1 million Americans will use the usps.com website for services such as how to locate a post office. The top online requests include ZIP code look up and tracking packages. We believe placing the most requested postal product — stamps — in nearly 100,000 locations nationwide, partnered with the uninterrupted delivery of your mail and expanded online services, constitutes regular and effective access for postal customers.
- Concern (Unfavorable):**
 Customer expressed a concern about package delivery and pickup

Response:
 For carrier pick up of packages, you can contact the adminoffice Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
- Concern (Unfavorable):**
 Customer expressed a concern that they requested and were denied rural delivery service

Response:
 There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel. If you have applied for and been denied an extension, you may wish to contact your local magistrate or other county official to determine if they can bring your road up to these standards. At that point, you may reapply for delivery.
- Concern (Unfavorable):**
 Customer expressed concern for walking for postal services.

Response:
 The Postal Service is committed to placing services and products conveniently for its customers, including in settings close to

...the community can be greatly benefited by the sale of postage stamps.

12. **Concern (Unfavorable):**
Customers asked what other ways USPS was trying to make up the deficit, other than closing their post office.

Response:

Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are three bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief. The Postal Service has also reduced administrative positions, including reducing 1 Area office, 7 District offices, and a 20% reduction in staffing across the board. The PMG has tasked management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost effective alternate access.

13. **Concern (Unfavorable):**
Customers asked why their post office was being discontinued while others were retained

Response:

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

14. **Concern (Unfavorable):**
Customers asked why their Post Office was being discontinued while others were retained.

Response:

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

15. **Concern (Unfavorable):**
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

16. **Concern (Unfavorable):**
Customers expressed concern over the dependability of rural route service.

Response:

Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

17. **Concern (Unfavorable):**
Customers wanted the post office to stay the same. Customers said the CPO would be a disservice to the community

Response:

You expressed a concern about the establishment of a Community Post Office (CPO). The CPO will be contracted to provide at least the same hours as the present post office. Depending on the location, the CPO may provide extended lobby hours. A CPO provides the same services as the suspended Post Office, except for permit mail acceptance.

18. **Concern (Unfavorable):**
Customers were concerned about a change of address

Response:

Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

19. **Concern (Unfavorable):**
Customers were concerned about mail security

Response:

CBUs provide the security of individually locked mail compartments. There have been no recent reports of mail theft or vandalism in the area.

20. **Concern (Unfavorable):**
Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

21. **Concern (Unfavorable):**
Customers were concerned about obtaining accountable mail and large parcels

Response:

If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

22. **Concern (Unfavorable):**
Customers were concerned about obtaining services from the carrier.

Response:

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the

services that may also leave a customer, though it is the individual's choice to use the service.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

23. **Concern (Unfavorable):**

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the East Chatham postmaster for more information.

24. **Concern (Unfavorable):**

Financial Data:

Response:

Financial data is considered proprietary information during the study phase. If a proposal to close an office is posted, financial data pertaining to that proposal will be disclosed on the proposal.

25. **Concern (Unfavorable):**

Freedom of Information:

Response:

Requestor needs to reference FOIA/Freedom of Information Act, in letter. Requestor should be very specific about the info requested, i.e. does he want daily, weekly, or annual info, is he requesting lease info, utility info, salaries/benefits, for what timeframe, etc. Note – a request for a "profit and loss statement" is really not applicable since we are a government agency. Submit request in writing to: Mgr Records Office US Postal Service 475 L'Enfant Plaza SW Room 4541 Washington DC 20260-4541 If preferred, can also FAX request to (202) 268-5353

26. **Concern (Unfavorable):**

You expressed a concern that they requested and were denied rural delivery service

Response:

If you have applied for and been denied an extension, you may wish to contact your local magistrate or other county official to determine if they can bring your road up to these standards. At that point, you may reapply for delivery.

27. **Concern (Unfavorable):**

You were concerned about having to travel to another post office for service

Response:

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

28. **Concern (Unfavorable):**

You were concerned about having to travel to another Post Office for service

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. **Concern (No Opinion):**

Customers expressed concern for loss of community identity.

Response:

You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

2. **Concern (No Opinion):**

Customers felt the loss of a post office would have a detrimental effect on the business community

Response:

You expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

3. **Concern (No Opinion):**

Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

4. **Concern (Unfavorable):**

Customer expressed a concern about nonpostal services.

Response:

Nonpostal services provided at the Post Office will be available at the East Chatham Post Office. Government forms normally provided by the Post Office will also be available at the East Chatham Post Office or by contacting your local government agency.

5. **Concern (Unfavorable):**

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:

Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

6. **Concern (Unfavorable):**

Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

Response:

The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.

7. **Concern (Unfavorable):**

Customers expressed concern for loss of community identity.

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of Old Chatham in addresses and in the National Five-Digit ZIP Code and Post Office Directory. However, to ensure effective and regular service, the ZIP Code will change to East Chatham zip.

Concern (Unfavorable):

Customers expressed concern for loss of community identity.

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

9. **Concern (Unfavorable):**

Customers felt the loss of a post office would have a detrimental effect on the business community

Response:

Businesses generally require regular and effective postal services, and these will always be provided to the Chatham community. There has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

10. **Concern (Unfavorable):**

Customers felt the loss of a Post Office would have a detrimental effect on the business community

Response:

Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

11. **Concern (Unfavorable):**

Customers felt the loss of a post office would have a detrimental effect on the business community

Response:

Businesses generally require regular and effective postal services, and these will always be provided to the Old Chatham Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

12. **Concern (Unfavorable):**

Customers felt the Post Office should remain open since they paid taxes.

Response:

The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

13. **Concern (Unfavorable):**

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response:

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

14. **Concern (Unfavorable):**

Customers were concerned about growth in the community

Response:

The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

15. **Concern (Unfavorable):**

Customers were concerned about loss of employment in the community.

Response:

The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

16. **Concern (Unfavorable):**

Customers were concerned about loss of employment in the community.

Response:

The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

17. **Concern (Unfavorable):**

Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

DOCKET NO. 1376004-12136
ITEM NO. 41
PAGE 1

Date of Posting: 05/17/2011

Posting Round Date:

Date of Removal: 07/18/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE OLD CHATHAM, NY POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE
(REVISED)

DOCKET NUMBER 1376004 - 12136

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Old Chatham, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the East Chatham Post Office, located three miles away.

The postmaster position became vacant when the postmaster was promoted on August 02, 2008. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Office is currently vacant; management initiated study to determine if regular and effective service can be provided through alternate means. East Chatham Post Office is 3 miles away.

The Old Chatham Post Office, an EAS-13 level, provides service from 09:00 to 13:00 and 14:30 to 16:45 Monday - Friday, 09:00 to 11:00 Saturday and lobby hours of 08:00 to 17:00 on Monday - Friday and 08:00 to 11:00 on Saturday to 154 post office box or general delivery customers and 345 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 27 transaction(s) accounting for 32 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$66,834 (174 revenue units) in FY 2008; \$51,008 (133 revenue units) in FY 2009; and \$49,230 (128 revenue units) in FY 2010. There were two permit mailer(s) or postage meter customer(s).

On May 03, 2011, representatives from the Postal Service were available at Chatham Town Hall, 488 Route 295, Chatham, NY 12037 to answer questions and provide information to customers. 44 customer(s) attended the meeting.

On April 22, 2011, 504 questionnaires were distributed to delivery customers of the Old Chatham Post Office. Questionnaires were also available over the counter for retail customers at the Old Chatham Post Office. 179 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 9 favorable, 49 unfavorable, and 121 expressed no opinion.

One congressional inquiry was received on June 24, 2011.

A petition supporting the retention of the Old Chatham Post Office was received on July 08, 2011, with 322 signatures. If this proposal is implemented, delivery and retail services will be provided by the East Chatham Post Office, an EAS-15 level office. Window service hours at the East Chatham Post Office are from 09:30 to 12:00 and 13:15 to 17:00, Monday through Friday, and 09:30 to 11:00 on Saturday. There are 183 post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- | | |
|--------------------|--|
| 1. Concern: | Concerned about the reliability of the carrier |
| Response: | Should you experience misdelivery in the future please contact the Consumer Affairs office at 518-452-2376. |
| 2. Concern: | Customer concerned about carrier losing his position. |
| Response: | The delivery of your mail will continue uninterrupted by your current mail carrier. |
| 3. Concern: | Customer expressed a concern about irregular hours that the rural route serves the community |
| Response: | Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located 3.0 miles away. |
| 4. Concern: | Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages |
| Response: | The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. |
| 5. Concern: | Customers asked why their post office was being discontinued while others were retained |

Response:

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

6. **Concern:**

Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

Response:

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

7. **Concern:**

Customers expressed concern that postal employees at the adminoffice Post Office are rude

Response:

Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.

8. **Concern:**

Customers felt the cost of postage was increasing while service was decreasing

Response:

The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

9. **Concern:**

Customers questioned the economic savings of the proposed discontinuance

Response:

Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

10. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the Old Chatham Post Office.

Response:

East Chatham will continue to provide courteous and helpful service. Special assistance will be provided as needed.

11. **Concern:**

Customers were concerned about a change of address

Response:

Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office.

12. **Concern:**

Customers were concerned about mail security

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

13. **Concern:**

Customers were concerned about the mailboxes being damaged by snowplows

Response:

Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

14. **Concern:**

You were concerned about having to travel to another post office for service

Response:

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

15. **Concern:**

Customer concerned that as a regular customer, it would be extremely inconvenient if the Post Office Closed.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

16. **Concern:**

Customer concerned with condition of bridge leading to East Chatham.

Response:

Stamp purchases represent more than 85 percent of the Postal Service's retail sales. Today there are nearly 70,000 banks, ATMs, grocery stores, pharmacies and retail stores selling postal products and services located nationwide. That's more than double the number of Post Offices. In fact, nearly 35 percent of the Postal Service's revenue comes from locations other than Post Offices. Our online locator service — found at the Locate A Post Office tab at www.usps.com — can help individuals select the location of post offices that best suit their regular routines or to find alternate locations to purchase stamps, when provision of stamps at a post office for by a letter carrier en route are not sufficient to meet a customer's need. Each day, approximately 1.1 million Americans will use the usps.com website for services such as how to locate a post office. The top online requests include ZIP code look up and tracking packages. We believe placing the most requested postal product — stamps — in nearly 100,000 locations nationwide, partnered with the uninterrupted delivery of your mail and expanded online services, constitutes regular and effective access for postal customers.

17. **Concern:**

Customer expressed a concern about package delivery and pickup

Response:

For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

18. **Concern:**

Customer expressed a concern that they requested and were denied rural delivery service

Response:

There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel. If you have applied for and been denied an extension, you may wish to contact your local magistrate or other county official to determine if they can bring your road up to these standards. At that point, you may reapply for delivery.

19. **Concern:**

Customer expressed concern for walking for postal services.

Response:

The Postal Service is committed to placing services and products conveniently for its customers, including in settings close to homes and businesses such as grocery or drug stores. These provide the most in-demand offerings of local Post Offices, the sale of postage stamps.

20. **Concern:**

Customers asked what other ways USPS was trying to make up the deficit, other than closing their post office.

Response:

Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are three bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief. The Postal Service has also reduced administrative positions, including reducing 1 Area office, 7 District offices, and a 20% reduction in staffing across the board. The PMG has tasked management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost effective alternate access.

21. **Concern:**

Customers asked why their Post Office was being discontinued while others were retained.

Response:

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

22. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

23. **Concern:**

Customers expressed concern over the dependability of rural route service.

Response:

Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

24. **Concern:**

Customers wanted the post office to stay the same. Customers said the CPO would be a disservice to the community

Response:

The customer expressed a concern about the establishment of a Community Post Office (CPO). The CPO will be contracted to provide at least the same hours as the present post office. Depending on the location, the CPO may provide extended lobby hours. A CPO provides the same services as the suspended Post Office, except for permit mail acceptance.

25. **Concern:**

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

26. **Concern:**

Customers were concerned about obtaining accountable mail and large parcels

Response:

If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

27. **Concern:**

Customers were concerned about obtaining services from the carrier.

Response:

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

28. **Concern:**

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the East Chatham postmaster for more information.

29. **Concern:**

Financial Data:

Response:

Financial data is considered proprietary information during the study phase. If a proposal to close and office is posted, financial data pertaining to that proposal will be disclosed on the proposal.

30. **Concern:**

Freedom of Information:

Response:

Requestor needs to reference FOIA/Freedom of Information Act, in letter. Requestor should be very specific about the info requested; i.e. does he want daily, weekly, or annual info, is he requesting lease info, utility info, salaries/benefits, for what timeframe, etc. Note – a request for a "profit and loss statement" is really not applicable since we are a government agency. Submit request in writing to: Mgr Records Office US Postal Service 475 L'Enfant Plaza SW Room 4541 Washington DC 20260-4541 If preferred, can also FAX request to (202) 268-5353

31. **Concern:**

You expressed a concern that they requested and were denied rural delivery service

Response:

If you have applied for and been denied an extension, you may wish to contact your local magistrate or other county official to determine if they can bring your road up to these standards. At that point, you may reapply for delivery.

32. **Concern:**

Customer asked why wasn't a postmaster hired for Old Chatham?

Response:

All management positions were frozen in anticipation of the reorganization.

33. **Concern:**

Customers felt inclement weather and poor road conditions might impede delivery

Response:

Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

34. **Concern:**

Customers were concerned about having to make an address change on their bank checks and stationery

Response:

Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office.

35. **Concern:**

Customers were concerned about later delivery of mail

Response:

A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Old Chatham is an unincorporated community located in Columbia County. The community is administered politically by Chatham. Police protection is provided by the NY State Police. Fire protection is provided by the Tri Village. The community is comprised of retirees, self-employed, seasonal, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: EEE Inc., Kain Enterprises of Col. Co., Jacksons Old Chatham House, R-C Fuel Inc., Grosvenor Farm, Old Chatham Hunt Club, Brown Trout Systems Inc., MunderSkiles Inc, Scott Longstreet Esq., Eaton Corners., Design Metals, Pro Bulk USA Inc., Loegroup, Columbia Travel Bureau, Alberts Equine Denistry, Old Chatham Design Center, Columbia Heritage LTD, Old Chatham Country Store, Air Marketing, Jacksons Reality, Sheephearers, Shaker Museum, Powell House, Tri-Village Fire Department, Old Chatham Tennis Club, Eilver Euro, Country House Radio Shack, Vantage Point Reality, E-Z Mart, Chatham Travel Lodge, Wood Hill Vet, Charckered Flag Fabrications, Wemple's Landscaping, Behn Perennials, Laurel Ridge Landscaping, Spruce Ridge Alpacas Farm, Stratton Construction, Globus Inc/Linville Esq., Crane Steel Enterprise, Macfarlane Contracting, Vision Staffing . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Old Chatham Post Office will be available at the East Chatham Post Office. Government forms normally provided by the Post Office will also be available at the East Chatham Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- | | |
|---|---|
| <p>1. Concern:</p> <p>Response:</p> | <p>Customer expressed a concern about the loss of the community bulletin board at the Post Office.</p> <p>Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.</p> |
| <p>2. Concern:</p> <p>Response:</p> | <p>Customers expressed concern for loss of community identity.</p> <p>A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Old Chatham Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.</p> |
| <p>3. Concern:</p> <p>Response:</p> | <p>Customers felt the loss of a post office would have a detrimental effect on the business community</p> <p>Businesses generally require regular and effective postal services, and these will always be provided to the Old Chatham Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.</p> |

4. **Concern:** Customers felt the Post Office should remain open since they paid taxes.
- Response:** The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
5. **Concern:** Customer expressed a concern about nonpostal services.
- Response:** Nonpostal services provided at the Post Office will be available at the East Chatham Post Office. Government forms normally provided by the Post Office will also be available at the East Chatham Post Office or by contacting your local government agency.
6. **Concern:** Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.
- Response:** The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.
7. **Concern:** Customers felt the Post Office should remain open since they paid taxes.
- Response:** The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
8. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.
- Response:** Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
9. **Concern:** Customers were concerned about growth in the community
- Response:** The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
10. **Concern:** Customers were concerned about loss of employment in the community.
- Response:** The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.
11. **Concern:** Customers were concerned about loss of employment in the community.
- Response:** The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.
12. **Concern:** Customers were concerned about the loss of a gathering place and an information center.
- Response:** Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was promoted on August 02, 2008. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 28,567 with a breakdown as follows:

Postmaster Salary (EAS-13, No COLA)	\$ 36,381
Fringe Benefits @ 33.5%	\$ 12,188
Annual Lease Costs	<u>+ \$ 9,025</u>
Total Annual Costs	\$ 57,594
Less Annual Cost of Replacement Service	<u>- \$ 29,027</u>
Total Annual Savings	<u>\$ 28,567</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Old Chatham, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the East Chatham Post Office, located three miles away.

The postmaster was promoted on August 02, 2008. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Old Chatham Post Office provided delivery and retail service to 154 PO Box or general delivery customers and 345 delivery route customers. The daily retail window transactions averaged 27. There are two permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$28,567 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Old Chatham Post Office and East Chatham Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



ERIC TIEMANN
Manager, Post Office Operations

05/17/2011
Date

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 06/10/2011																								
2. Post Office Name OLD CHATHAM		3. State and ZIP + 4 Code NY, 12136-9998																										
4. District, Customer Service ALBANY PFC	5. Area, Customer Service NORTHEAST	6. County Columbia	7. Congressional District NY-20																									
8. Reason for Proposal to Discontinue Office is currently vacant; management initiated study to determine if regular and effective service can be provided through alternate means. East Chatham Post Office is 3 miles away.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: was promoted Occupied 08/02/2008 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input checked="" type="checkbox"/> Non-Career c. Current PM POSITION Level (150) Downgraded from EAS-13 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 1 No of Career- 1 No of Non-Career- 0		a. Time M-F 09:00 to 13:00 and 14:30 to 16:45 Sat 09:00 to 11:00 Total Window Hours Per Week a. Lobby Time M-F 08:00 to 17:00 Sat 08:00 to 11:00 33.25																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 154 c. City Delivery 0 d. Rural Delivery 345 e. Highway Contract Route Box 0 f. Total 499 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 26.90		<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr><td>a. First-Class</td><td>1,209</td><td>156</td></tr> <tr><td>b. Newspaper</td><td>501</td><td>15</td></tr> <tr><td>c. Parcel</td><td>40</td><td>6</td></tr> <tr><td>d. Other</td><td>127</td><td>21</td></tr> <tr><td>e. Total</td><td>1,877</td><td>198</td></tr> <tr><td>f. No. of Postage Meters</td><td></td><td>2</td></tr> <tr><td>g. No. of Permits</td><td></td><td>0</td></tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	1,209	156	b. Newspaper	501	15	c. Parcel	40	6	d. Other	127	21	e. Total	1,877	198	f. No. of Postage Meters		2	g. No. of Permits		0
Types of Mail	Received	Dispatched																										
a. First-Class	1,209	156																										
b. Newspaper	501	15																										
c. Parcel	40	6																										
d. Other	127	21																										
e. Total	1,877	198																										
f. No. of Postage Meters		2																										
g. No. of Permits		0																										
Finances a. FY 2008 2009 2010		Receipts \$ 66,834 \$ 51,008 \$ 49,230	b. EAS Step 1 PM Basic Salary (no Cola) \$ 36381	c. PM Fringe Benefits (\$3.5% of b.) \$12,188																								
15a. Quarters																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 12/31/2012 Annual Lease \$ 9025 30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																												
16b. Explain: 90 day termination clause PO looks like it is shared with multi unit apartment bldg.																												
17. Schools, Churches and Organization in Service Area: No: 0		19. Administrative/Emanating Office (Proposed):																										
		Name EAST CHATHAM EAS Level 15 Miles Away 3.0 Window Service Hours: M-F 09:30 to 12:00 and SAT 09:30 to 11:00 Lobby Hours: M-F 08:00 to 17:00 SAT 08:00 to 11:00 PO Boxes Available: 183																										
18. Businesses in Service Area: No: 41 EEE Inc., Kain Enterprises of Col. Co., Jacksons Old Chatham House, R-C Fuel Inc., Grosvenor Farm, Old Chatham Hunt Club, Brown Trout Systems Inc., MunderSkiles Inc, Scott Longstreet Esq., Eaton Corners, Design Metals, Pro Bulk USA Inc., Loegroup, Columbia Travel Bureau, Alberts Equine Denistry, Old Chatham Design Center, Columbia Heritage LTD, Old Chatham Country Store, Air Marketing, Jacksons Realty, Sheepherders, Shaker Museum, Powell House, Tri-Village Fire Department, Old Chatham Tennis Club, Eilver Euro, Country House Radio Shack, Vantage Point Realty, E-Z Mart, Chatham Travel Lodge, Wood Hill Vet, Charckered Flag Fabrications, Wemple's Landscaping, Behn Perennials, Laurel Ridge Landscaping, Spruce Ridge Alpacas Farm, Stratton Construction, Globus Inc/Linville Esq., Crane Steel Enterprise, Macfarlane Contracting, Vision Staffing		20. Nearest Post Office (if different from above):																										
		Name EAST CHATHAM EAS Level 15 Miles Away 3.0 Window Service Hours: M-F 09:30 to 17:00 SAT 09:30 to 11:00 Lobby Hours: M-F SAT PO Boxes Available: 0																										
21. Prepared by																												
Printed Name and Title NADINE TREMBLAY		Signature NADINE TREMBLAY		Telephone No. AC () (518) 452-4085																								
PO Discontinuance Coordinator Name NADINE TREMBLAY		Telephone No. AC () (518) 452-4085	Location ALBANY, NY																									



07/21/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
OLD CHATHAM
Docket Number 1376004 - 12136

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in dark ink, appearing to read "Ed. Phelan", with a large, stylized flourish at the end.

EDWARD PHELAN
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	OLD CHATHAM, NY, 12136-9998
EAS Level:	13
District:	ALBANY PFC
County:	COLUMBIA
Congressional District:	NY-20
Proposal:	<input checked="" type="checkbox"/> Close <input type="checkbox"/> Consolidate
Reason For Proposed:	was promoted
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	154
General Delivery:	0
Rural Route:	345
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	499

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
08/02/2008	Postmaster vacancy occurred. Reason: was promoted
	OIC: Career: 1 Noncareer: 0 Other Employees: 1
02/22/2011	District manager authorization to study.
04/22/2011	Questionnaires sent to customers. Number sent: 504 Number Returned: 179
	Analysis: Favorable 9 Unfavorable 49 No Opinion 121
07/08/2011	Petition received. Number of signatures: 322
	Concerns expressed:
06/24/2011	Congressional inquiry received: Yes
	Concerns expressed:
	Request to take the time to review the thoughts and comments of the local residents of Old Chatham. This is a very emotional issue for them.
05/16/2011	Proposal and checklist sent to district for review.
05/16/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
05/16/2011	Proposal and invitation for comments posted and round-dated.
07/21/2011	Proposal and invitation for comments removed and round-dated.
	Comment Analysis:
	Favorable 3 Unfavorable 76 No Opinion 10 89
None	Premature PRC appeal received.
	Concerns expressed:
06/10/2011	Updated PS Form 4920 completed (if necessary).
07/21/2011	Certification of the official record.
07/25/2011	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
08/04/2011	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
08/09/2011	Final determination posted at affected office(s) and round-dated.
09/12/2011	Final determination removed and round-dated.
11/12/2011	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
09/12/2011	Appeal to PRC received.
	PRC opinion received on appeal:
	Affirmed: Remanded: USPS Withdrawn:
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: Effective date:

Review Coordinator/person most familiar with the case:

NADINE TREMBLAY Name/Title	(518) 452-4085 Telephone Number
NADINE TREMBLAY District Post Office Review Coordinator	(518) 452-4085 Telephone Number



07/25/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Old Chatham Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Nadine Tremblay, Post Office Review Coordinator, at (518) 452-4085 or Eric Tiemann Manager Post Office Operations.

A handwritten signature in dark ink, appearing to read "Ed. Phelan", with a stylized flourish at the end.

EDWARD PHELAN
DISTRICT MANAGER
30 KARNER RD
ALBANY, NY 12288-9992

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4B/P1376004.pdf>)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, NORTHEAST Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the OLD CHATHAM was received by 08/04/2011.
Please contact the Headquarters coordinator at (202) 268-5083 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and** **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

DOCKET NO. 1376004-12136
ITEM NO. 47
PAGE 1

Date of Posting: 08/09/2011

Date of Removal: 09/10/2011

FINAL DETERMINATION TO CLOSE
THE OLD CHATHAM, NY POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1376004 - 12136

DOCKET NO. 1376004-12136
ITEM NO. 47
PAGE 2

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Old Chatham, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the East Chatham Post Office, located three miles away.

The postmaster position became vacant when the postmaster was promoted on August 02, 2008. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Office is currently vacant; management initiated study to determine if regular and effective service can be provided through alternate means. East Chatham Post Office is 3 miles away.

The Old Chatham Post Office, an EAS-13 level, provides service from 09:00 to 13:00 and 14:30 to 16:45 Monday - Friday, 09:00 to 11:00 Saturday and lobby hours of 08:00 to 17:00 on Monday - Friday and 08:00 to 11:00 on Saturday to 154 post office box or general delivery customers and 345 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 27 transaction(s) accounting for 32 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$66,834 (174 revenue units) in FY 2008; \$51,008 (133 revenue units) in FY 2009; and \$49,230 (128 revenue units) in FY 2010. There were two permit mailer(s) or postage meter customer(s).

On May 03, 2011, representatives from the Postal Service were available at Chatham Town Hall, 488 Route 295, Chatham, NY 12037 to answer questions and provide information to customers. 44 customer(s) attended the meeting.

On April 22, 2011, 504 questionnaires were distributed to delivery customers of the Old Chatham Post Office. Questionnaires were also available over the counter for retail customers at the Old Chatham Post Office. 179 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 9 favorable, 49 unfavorable, and 121 expressed no opinion.

One congressional inquiry was received on June 24, 2011.

A petition supporting the retention of the Old Chatham Post Office was received on July 08, 2011, with 322 signatures.

When this final determination is implemented, delivery and retail services will be provided by the East Chatham Post Office, an EAS-15 level office. Window service hours at the East Chatham Post Office are from 09:30 to 12:00 and 13:15 to 17:00, Monday through Friday, and 09:30 to 11:00 on Saturday. There are 183 post office boxes available.

The proposal to close the Old Chatham Post Office was posted with an invitation for comment at the Old Chatham Post Office and East Chatham Post Office from May 17, 2011 to July 18, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer concerned that as a regular customer, it would be extremely inconvenient if the Post Office Closed.

Response: The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
2. **Concern:** Customer concerned with condition of bridge leading to East Chatham.

Response: Stamp purchases represent more than 85 percent of the Postal Service's retail sales. Today there are nearly 70,000 banks, ATMs, grocery stores, pharmacies and retail stores selling postal products and services located nationwide. That's more than double the number of Post Offices. In fact, nearly 35 percent of the Postal Service's revenue comes from locations other than Post Offices. Our online locator service — found at the Locate A Post Office tab at www.usps.com — can help individuals select the location of post offices that best suit their regular routines or to find alternate locations to purchase stamps, when provision of stamps at a post office for by a letter carrier en route are not sufficient to meet a customer's need. Each day, approximately 1.1 million Americans will use the usps.com website for services such as how to locate a post office. The top online requests include ZIP code look up and tracking packages. We believe placing the most requested postal product — stamps — in nearly 100,000 locations nationwide, partnered with the uninterrupted delivery of your mail and expanded online services, constitutes regular and effective access for postal customers.
3. **Concern:** Customer expressed a concern about package delivery and pickup

DOCKET NO. 1376004-12136

ITEM NO. 47

PAGE 3

Response:

For carrier pick up of packages, you can contact the adminoffice Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

4. **Concern:**

Customer expressed a concern that they requested and were denied rural delivery service

Response:

There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel. If you have applied for and been denied an extension, you may wish to contact your local magistrate or other county official to determine if they can bring your road up to these standards. At that point, you may reapply for delivery.

5. **Concern:**

Customer expressed concern for walking for postal services.

Response:

The Postal Service is committed to placing services and products conveniently for its customers, including in settings close to homes and businesses such as grocery or drug stores. These provide the most in-demand offerings of local Post Offices, the sale of postage stamps.

6. **Concern:**

Customers asked what other ways USPS was trying to make up the deficit, other than closing their post office.

Response:

Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are three bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief. The Postal Service has also reduced administrative positions, including reducing 1 Area office, 7 District offices, and a 20% reduction in staffing across the board. The PMG has tasked management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost effective alternate access.

7. **Concern:**

Customers asked why their Post Office was being discontinued while others were retained.

Response:

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

8. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

9. **Concern:**

Customers expressed concern over the dependability of rural route service.

Response:

Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural

10. **Concern:**

carriers are required to serve the route expeditiously each day.

Customers wanted the post office to stay the same. Customers said the CPO would be a disservice to the community

Response:

The customer expressed a concern about the establishment of a Community Post Office (CPO). The CPO will be contracted to provide at least the same hours as the present post office. Depending on the location, the CPO may provide extended lobby hours. A CPO provides the same services as the suspended Post Office, except for permit mail acceptance.

11. **Concern:**

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

12. **Concern:**

Customers were concerned about obtaining accountable mail and large parcels

Response:

If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

13. **Concern:**

Customers were concerned about obtaining services from the carrier.

Response:

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation,

DOCKET NO. 1376004-12136

ITEM NO. 47

PAGE 5

may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

14. **Concern:**

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the East Chatham postmaster for more information.

15. **Concern:**

Financial Data:

Response:

Financial data is considered proprietary information during the study phase. If a proposal to close and office is posted, financial data pertaining to that proposal will be disclosed on the proposal.

16. **Concern:**

Freedom of Information:

Response:

Requestor needs to reference FOIA/Freedom of Information Act, in letter. Requestor should be very specific about the info requested; i.e. does he want daily, weekly, or annual info, is he requesting lease info, utility info, salaries/benefits, for what timeframe, etc. Note – a request for a "profit and loss statement" is really not applicable since we are a government agency. Submit request in writing to: Mgr Records Office US Postal Service 475 L'Enfant Plaza SW Room 4541 Washington DC 20260-4541 If preferred, can also FAX request to (202) 268-5353

17. **Concern:**

You expressed a concern that they requested and were denied rural delivery service

Response:

If you have applied for and been denied an extension, you may wish to contact your local magistrate or other county official to determine if they can bring your road up to these standards. At that point, you may reapply for delivery.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:**

Concerned about the reliability of the carrier

Response:

Should you experience misdelivery in the future please contact the Consumer Affairs office at 518-452-2376.

2. **Concern:**

Customer concerned about carrier losing his position.

Response:

The delivery of your mail will continue uninterrupted by your current mail carrier.

3. **Concern:**

Customer expressed a concern about irregular hours that the rural route serves the community

Response:

Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located 3.0 miles away.

4. **Concern:**

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

Response:

The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

5. **Concern:**

Customers asked why their post office was being discontinued while others were retained

DOCKET NO. 1376004-12136

ITEM NO. 47

PAGE 6

Response:

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

6. Concern:

Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

Response:

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

7. Concern:

Customers expressed concern that postal employees at the adminoffice Post Office are rude

Response:

Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.

8. Concern:

Customers felt the cost of postage was increasing while service was decreasing

Response:

The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

9. Concern:

Customers questioned the economic savings of the proposed discontinuance

Response:

Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

10. Concern:

Customers said they would miss the special attention and assistance provided by the personnel at the Old Chatham Post Office.

Response:

East Chatham will continue to provide courteous and helpful service. Special assistance will be provided as needed.

11. Concern:

Customers were concerned about a change of address

Response:

Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office.

12. Concern:

Customers were concerned about mail security

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

13. Concern:

Customers were concerned about the mailboxes being damaged by snowplows

DOCKET NO. 1376004-12136

ITEM NO. 42

Response: PAGE 2

Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

14. **Concern:** You were concerned about having to travel to another post office for service

Response: Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

15. **Concern:** Customer asked why wasn't a postmaster hired for Old Chatham?

Response: All management positions were frozen in anticipation of the reorganization.

16. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery

Response: Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

17. **Concern:** Customers were concerned about having to make an address change on their bank checks and stationery

Response: Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office.

18. **Concern:** Customers were concerned about later delivery of mail

Response: A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Old Chatham is an unincorporated community located in Columbia County. The community is administered politically by Chatham. Police protection is provided by the NY State Police. Fire protection is provided by the Tri Village. The community is comprised of retirees, self-employed, seasonal and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: EEE Inc., Kain Enterprises of Col. Co., Jacksons Old Chatham House, R-C Fuel Inc., Grosvenor Farm, Old Chatham Hunt Club, Brown Trout Systems Inc., MunderSkiles Inc, Scott Longstreet Esq., Eaton Corners., Design Metals, Pro Bulk USA Inc., Loegroup, Columbia Travel Bureau, Alberts Equine Denistry, Old Chatham Design Center, Columbia Heritage LTD, Old Chatham Country Store, Air Marketing, Jacksons Reality, Sheephearers, Shaker Museum, Powell House, Tri-Village Fire Department, Old Chatham Tennis Club, Eilver Euro, Country House Radio Shack, Vantage Point Realty, E-Z Mart, Chatham Travel Lodge, Wood Hill Vet, Charckered Flag Fabrications, Wemple's Landscaping, Behn Perennials, Laurel Ridge Landscaping, Spruce Ridge Alpacas Farm, Stratton Construction, Globus Inc/Linville Esq., Crane Steel Enterprise, Macfarlane Contracting, Vision Staffing. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Old Chatham Post Office will be available at the East Chatham Post Office. Government forms normally provided by the Post Office will also be available at the East Chatham Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|--|
| 1. Concern: | Customer expressed a concern about the loss of the community bulletin board at the Post Office. |
| Response: | Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information. |
| 2. Concern: | Customers expressed concern for loss of community identity. |
| Response: | A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Old Chatham Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory. |
| 3. Concern: | Customers felt the loss of a post office would have a detrimental effect on the business community |
| Response: | Businesses generally require regular and effective postal services, and these will always be provided to the Old Chatham Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued. |
| 4. Concern: | Customers felt the Post Office should remain open since they paid taxes. |
| Response: | The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers. |
| 5. Concern: | Customer expressed a concern about nonpostal services. |
| Response: | Nonpostal services provided at the Post Office will be available at the East Chatham Post Office. Government forms normally provided by the Post Office will also be available at the East Chatham Post Office or by contacting your local government agency. |

DOCKET NO. 1376004-12/36

ITEM NO. 47

6. Concern: PAGE 9

Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

Response:

The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.

7. Concern:

Customers felt the Post Office should remain open since they paid taxes.

Response:

The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

8. Concern:

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response:

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

9. Concern:

Customers were concerned about growth in the community

Response:

The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

10. Concern:

Customers were concerned about loss of employment in the community.

Response:

The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

11. Concern:

Customers were concerned about loss of employment in the community.

Response:

The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

12. Concern:

Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was promoted on August 02, 2008. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 28,567 with a breakdown as follows:

Postmaster Salary (EAS-13, No COLA)	\$ 36,381
Fringe Benefits @ 33.5%	\$ 12,188
Annual Lease Costs	<u>+ \$ 9,025</u>
Total Annual Costs	\$ 57,594
Less Annual Cost of Replacement Service	<u>- \$ 29,027</u>
Total Annual Savings	<u>\$ 28,567</u>

DOCKET NO. 1376004-12136
ITEM NO. 47
PAGE 10

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

DOCKET NO. 1376004-12136

ITEM NO. 47

VI. SUMMARY

PAGE 11

This is the final determination to close the Old Chatham, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the East Chatham Post Office, located three miles away.

The postmaster was promoted on August 02, 2008. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Old Chatham Post Office provided delivery and retail service to 154 PO Box or general delivery customers and 345 delivery route customers. The daily retail window transactions averaged 27. There are two permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$28,567 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Old Chatham Post Office and East Chatham Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Old Chatham Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Old Chatham Post Office and East Chatham Post Office during normal office hours.



Dean J Granholm
Vice President of Delivery and Post Office Operations

08/05/2011

Date



08/09/2011

OFFICER-IN-CHARGE/POSTMASTER
Old Chatham Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Old Chatham Post Office Final
Determination Docket No. 1376004 - 12136

Please post in the lobby the enclosed final determination to close the Old Chatham Post Office. The final determination must be posted in a prominent place from 08/09/2011 through close of business on 09/10/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 09/11/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (518) 452-4085.

Sincerely,

A handwritten signature in cursive script that reads "Nadine Tremblay".

NADINE TREMBLAY
POST OFFICE REVIEW COORDINATOR
30 KARNER RD
ALBANY, NY 12288-9992

Enclosures:
Final Determination Official Record

DOCKET NO. 1376004-12136
ITEM NO. 49
PAGE 1



Date of Posting: 08/09/2011



Date of Removal: 09/10/2011

FINAL DETERMINATION TO CLOSE
THE OLD CHATHAM, NY POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1376004 - 12136

DOCKET NO. 1376004-12136
ITEM NO. 49
PAGE 2



Date of Posting: 08/09/2011

Date of Removal: 09/10/2011



FINAL DETERMINATION TO CLOSE
THE OLD CHATHAM, NY POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1376004 - 12136